

INSOLE COURT TRUST

**ROLE PROFILE**  
**FOOD & BEVERAGE ASSISTANT**  
**MIN 30 HOURS PER WEEK**  
**£8.91 per hour**



August 2021

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## SUMMARY

Job Title: Food & Beverage Assistant  
Reporting To: Food & Beverage Manager  
Location: Insole Court, Llandaff, Cardiff  
Salary: £8.91 per hour  
Contract: Permanent - minimum 30 hours a week

## INTRODUCTION

Insole Court is a magnificent Grade II\* listed Victorian mansion house and outbuildings set within a Grade II\* registered garden in Llandaff, Cardiff. It has undergone extensive refurbishment as part of a major renewal project funded by National Lottery Heritage and Community Funds, Cardiff Council, Cadw and other donors. Insole Court has been transferred from Cardiff Council to the Insole Court Trust as part of the biggest community asset transfer scheme in Wales.

The Stable Yard provides community facilities and features hire rooms and activity spaces, a Gift Shop alongside the Potting Shed Café. The renewed Insole Court is both a visitor attraction and a community hub. The Mansion features dedicated interpretation and exhibition space, which tells the story of its survival and the role of the Insole family in industrial South Wales. There are also grand rooms that are hired for meetings, events and receptions.

The site regularly welcomes over 10,000 visitors per month and is becoming a much-loved part of Cardiff's cultural landscape.

The Insole Court Trust welcomes applications from candidates from a wide range of backgrounds, experience and circumstances.

The Potting Shed café and bar provides an important source of income to support the charity's work.

## ROLE

To ensure that an efficient and courteous food and drink service is provided to The Potting Shed customers, to ensure that the café and hospitality service runs smoothly on a daily basis.. Our Food & Beverage Assistants also run and assist at our in-house bar which is a hireable bar for weddings and other functions and events. A knowledge of health and safety, food hygiene regulations, and bar experience is essential to carry out this post, but additional training can be provided.

The successful candidate will also need to help Insole Court continue to respond to COVID-19 health & safety procedures.

The role will be subject to a 3 month probationary period.

## KEY RESPONSIBILITIES

- To be responsible at all times when on duty for Health & Safety and good food safety practice maintaining a safe, hygienic, and secure working environment
- Handling any customer complaints, suggestions, and feedback, and passing staff and customer observations and contributions on to management
- Being knowledgeable about each day's menu in order to answer customer queries
- To be knowledgeable about licensing law and the responsibilities of licence holders with regard to serving alcohol
- Responsible for operation and accuracy of the tills, including authorising refunds, maintaining till floats and reconciling cash
- Ensuring that cleanliness of serving areas is maintained
- Ensuring that notices, menus, and promotional materials are up to date and properly displayed
- Ensuring that our hospitality service is set up and delivered on time, continuing customer care to make sure that refills are supplied and any further requirements are met
- To undertake any training sessions as required by the organisation
- Work effectively as part of a hospitality team

## **PERSON PROFILE**

This is a role that would suit someone with excellent interpersonal and customer service skills, who thrives on organisation and attention to detail. You must be able to work on your own initiative and be proactive in dealing with day-to-day requirements and tasks. You will be supported by the Food & Beverage Manager and other staff.

Candidates should be able to demonstrate the following:

### **Essential**

- Experience in a customer-facing role (minimum 2 years)
- Barista experience
- Ability to work in an environment which can be pressured at times
- Maintain a friendly manner, good communications and ensuring high standards of customer service
- Outgoing, friendly personality
- Excellent communication skills
- Smartly presented
- Have a good head for figures
- Previous bar experience (minimum 2 years)
- Attention to detail
- Excellent planning and organisational skills
- Cooperative teamworking skills

### **Desirable**

- Food & Beverage Industry Accreditation
- Health & Safety Certification
- Events experience
- Experience of heritage or cultural organisations
- Ability to converse in Welsh would be an advantage

## **TERMS AND CONDITIONS**

**Contract Term:** Permanent contract (3-month probation period applies)  
**Salary:** £8.91 per hour  
**Hours of Work:** Minimum 30 hours a week (worked over 3-5 regular days)

**Leave Entitlement:** Holiday accrued at 10.77% of working hours  
**Pension:** In accordance with government regulation  
**Contract:** A contract of employment will be issued upon commencement of employment, which may be supplemented with (non-contractual) terms in the Insole Court Trust Staff Handbook as staff policies are established.

## **HOW TO APPLY**

To apply for this position, please submit a Curriculum Vitae and a cover letter by email to [enquiry@insolecourt.org](mailto:enquiry@insolecourt.org)

All referee details will be treated in the strictest confidence, and no referee will be approached without prior consent.

**Applications close: Sunday, 22<sup>th</sup> August 2021**

Interview date: Wednesday 25<sup>th</sup> or Thursday 26<sup>th</sup> August 2021

The decision regarding invitation to interview will be based on the information provided.

Candidates shortlisted for interview will be contacted by email. Interviews for short-listed candidates will take place at Insole Court subject to current COVID restrictions. A tour of Insole Court may be offered ahead of interview.